



Federal Supply Service
Authorized Federal Supply Service Price List

GSA Schedule 738 X
Human Resources and EEO Services

CONTRACT NUMBER:
GS-02F-116AA

FSC Group: R799 SIN 595-28
Social Services - Professional Counseling -
Veterans' Readjustment - & Behavioral Health
Services

PERIOD COVERED BY CONTRACT:
March 05, 2013 through March 04, 2018

Service Provider
SKYLINE
Ultd Inc.

16333 South Great Oaks Drive
Suite 121
Round Rock, Texas 78681

Business size:
Large Business

Contracts Administration:

Ross Chapman, Contracts Manager or
Carla Bourgeois, GSA Contracts Administrator
Email: Contracting@Skyline-Ultd.com
703-373-2330 (Fax) 703-373-2328

www.skyline-ultd.com

1a. Table of Awarded Special Item Numbers (SINs)

SIN 595-28 Social Services, Professional Counseling and Veterans' Readjustment & Behavioral Health Services

- a. Comprehensive Employee Assistance
- b. Traditional EAP
- c. Personal and Family Support
- d. Emergency Response and Social Advocacy Services

1b. Government Price Listing - See Pricing Tables

1c. Description of Job Descriptions (corresponding with SINs) –
See Labor Category Descriptions

- 2. **Maximum order:** \$1,000,000.00 per SIN
- 3. **Minimum order:** \$100.00
- 4. **Geographic Coverage:** District of Columbia, the 48 Continent; Hawaii, Puerto Rico, U.S. Virgin Islands, and Guam.
- 5. **Point(s) of Production:** Same as Company Address
- 6. **Discount from List Prices or Statement of Net Price:**
Government Net Prices (discount already deducted)
- 7. **Quantity Discounts:** Negotiated for BPAs and orders greater than \$1M
- 8. **Prompt Payment Terms:** Net Due 30 Days
- 9a. **Government Purchase Card Below the micro-purchase level:** Yes
- 9b. **Government Purchase Card Above the micro-purchase level:** Yes
- 10. **Foreign Items:** None
- 11a. **Time of Delivery:** Specific in the Task Order
- 11b. **Expedited Delivery:** Contact Contractor
- 11c. **Overnight, Urgent or 2-day Delivery:** Contact Contractor
- 12. **F.O.B. Point(s):** Destination



13a. Ordering Address:

Skyline Ultd Inc
16333 South Great Oaks Drive – Suite 121
Round Rock, Texas 78681

Other Authorized Ordering Offices: Authorized Dealers

Harvest Professional Services Company (WOSB)
Attention: Cassandra Coleman
16333 South Great Oaks Drive – Suite 200
Round Rock, Texas 78681

Issues Management Solutions, LLC (SDVOSB)
Attention: Steve Wolf
1915 N 121st Street – Suite C
Omaha, Nebraska 68154-4648

ProSphere Tek, Inc (SDVOSB)
Attention: Rodger Blevins
433 N. Lee Street
Alexandria, Virginia 22314

13b. Blanket Purchase Agreements:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) and a sample BPA can be found at the GSA/FSS Schedule homepage (www.fss.gsa.gov/schedules).

14. Payment Address:

Same as Ordering Address

15. Warranty Provision: Skyline warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract.

16. Export Packing Charges: N/A

17. Terms and Conditions of Government Purchase Card Acceptance

All purchase card orders are accepted by the company

18. Terms and Conditions of Rental, Maintenance, and Repair (if applicable): N/A

19. Terms and Conditions of Installation (if applicable): N/A

20. Terms and Conditions for any Other Services (if applicable): N/A

21. List of Services and Distribution Points (if applicable): N/A

22. List of Participating Dealers: See 13a above.



23. **Preventative Maintenance** (if applicable): N/A
- 24a. **Special Attributes such as Environmental Attributes**
(e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
- 24b. **Section 508 Compliance:** The Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at www.Section508.gov/. Contact Skyline for details on 508 compliance information with regard to products and services.
25. **Data Universal Number System (DUNS) number:** 039425777
26. **Notification regarding registration in Central Contractor Registration (CCR database):**
Registered
27. **Uncompensated Overtime:** None

About Skyline



Skyline Ultd Inc, a service-disabled veteran-owned business, offers professional services solutions in human and social services program management, work life education, behavioral health counseling, employee learning, and professional development. We understand behavioral health, Warrior reintegration, counseling, and case management practices – and we deliver these mission-essential services to over 600,000 military and family members through in-person contact and Internet-based service delivery each year at over 185 military installations worldwide. For more than 10 years, Skyline's nearly 625 employees have made a difference to the clients we serve. We are an ISO 9001:2008 certified company capable of delivering rock-solid performance in the Professional Counseling and Veterans' Readjustment & Behavioral Health Services arena.

The company also provides Staff Augmentation Support to 16 Veterans Administration Centers around the country, NOAA, NIH, NGB, USDA, GSA, and the USACE at more than 185 other locations. We provide on-site contract service support in all 54 States and Territories, and OCONUS locations including Japan, Guam, and Okinawa.

By providing customer-centric planning, the best people for the task, decisive leadership, and communication which translates into effective and efficient service to our clients, have been recognized by way of follow-on contracts, notable national awards, An excellent record of past performance on government performance evaluations, and through verbal and written letters of commendation and appreciation. Offices are maintained in Round Rock, Texas and Alexandria, Virginia.

The company employs a highly skilled recruiting staff that ensures the most talented personnel are available for contract performance. The company demonstrates its financial maturity in holding a Top 10% Dunn and Bradstreet rating, and was rated #2 Fastest Growing Defense Contractor in the INC Magazine's Top 500, in 2007. For 2012 and 2013, we have been rated a Top 5 Service-Disabled Veteran-Owned Company. In 2008, 2010, and 2011 Skyline was named USDA's "SDVOSB Contractor of the Year."

Our Expertise



Skylines' professionals represent diverse functional specialties, including: licensed behavioral health counselors, victim advocates, new parent support specialists, child and youth counselors, accredited financial counselors, transition and employment specialists, and relocation professionals. Other Skyline staff areas of expertise include program managers, management analysts, technical writers, certified instructional system designers, graphic designers and master trainers and educators.

Our corporate management team averages over 15 years of experience in the military and employee assistance, social service, learning and development industries – as well as a depth of experience across the Department of Defense and other Federal agencies. Nearly 84 percent of our professionals have a military affiliation, including military spouses. Our 65 Transition Assistance Advisors have been providing Soldier Re-integration Support to thousands of soldiers and their families since 2005. In a single year, they won almost 50 individual and team awards.

Skylines' range and depth of front line service experience provides us with an unmatched ability to sense and respond to command needs. We constantly work with military leaders to develop, adapt and deliver services to meet emerging priorities and operational needs. Our focus on quality service delivery contributes to a continual process improvement culture that always has our team searching for new, better and innovative ways to make a human difference.

What we do



BEHAVIORAL HEALTH COUNSELING SERVICES

- Individual Counseling
- Marriage and Family Counseling
- New Parent Support Counseling
- Child and Youth Counseling
- Domestic Violence Prevention/Advocacy
- Sexual Assault Victim Intervention and Prevention

WORK LIFE EDUCATION AND TRAINING SERVICES

- Personal Financial Management
- Relocation Assistance
- Military to Civilian Transition Assistance
- Military Spouse Employment
- Exceptional Family Member
- New Parent Support

MILITARY FAMILY READINESS & RESILIENCE SERVICES

- Deployment and Mobilization Support
- Ombudsman and Family Readiness Officer Support
- Family Readiness Groups
- Casualty Assistance and Grief Counseling
- Disaster Preparedness and Crisis Response
- Warrior Reintegration and Transition Support Services
- Wounded Warrior Support and Counseling Services

EMPLOYEE LEARNING & PROFESSIONAL DEVELOPMENT SERVICES

- Curriculum Design and Development
- Courseware Development
- Train-the-Trainer Seminars
- Instructor-led Webinars
- Computer-based Training

PROFESSIONAL MANAGEMENT AND CONSULTING SERVICES

- Strategic Planning
- Program Design and Development
- Benchmarking Studies
- Functionality Assessments
- Strategic Communication and Marketing Plans
- eMeeting Production and Facilitation Services
- On-site, Integrated Program Operations

Our Clients

For over 10 years, Skyline has proudly provided Professional Counseling and Veterans' Readjustment & Behavioral Health Services to a variety of clients, including:

- U.S. Army;
- U.S. Navy;
- U.S. Marine Corps;
- U.S. Air Force;
- U.S. Coast Guard
- National Guard Bureau
- United States Army Reserve Command
- General Services Administration



Price Proposal

GSA Base Year Rates

GSA BASE YEAR RATES		
Labor Category	GSA Government Site Rate with IFF Fee	GSA Contractor Site Rate with IFF Fee
Social Services Program Manager	\$133.78	\$153.85
Social Services Project Manager	\$80.93	\$93.07
Social Services Subject Matter Expert II	\$105.67	\$121.52
Social Services Subject Matter Expert I	\$63.61	\$73.15
Work-Family Specialist, Senior	\$54.56	\$62.75
Work-Family Specialist, Mid-Level	\$47.95	\$55.14
Work-Family Specialist, Junior	\$38.52	\$44.29
Counselor, Senior	\$50.77	\$58.39
Counselor, Mid-Level	\$47.95	\$55.14
Counselor, Junior	\$37.86	\$43.54
Social Services Program Analyst, Senior	\$122.62	\$141.01
Social Services Program Analyst, Junior	\$53.09	\$61.05
Social Services Learning Specialist, Senior	\$58.36	\$67.11
Social Services Learning Specialist, Junior	\$37.86	\$43.54
Social Services Strategic Comm Spec, Senior	\$71.25	\$81.94
Social Services Strategic Comm Spec, Junior	\$49.45	\$56.87
Medical Care Coordinator III	\$52.06	\$59.87
Medical Care Coordinator II	\$46.73	\$53.74
Medical Care Coordinator I	\$42.38	\$48.73

GSA Customer-Site Government Rates

GSA CUSTOMER-SITE GOVERNMENT RATES							
SIN	LABOR CATEGORY	2013 RATE	2014 RATE	2015 RATE	2016 RATE	2017 RATE	2018 RATE
595-28	Social Services Program Manager	\$133.78	\$137.79	\$141.93	\$146.19	\$150.57	\$155.09
595-28	Social Services Project Manager	\$80.93	\$83.36	\$85.86	\$88.43	\$91.09	\$93.82
595-28	Social Services Subject Matter Expert II	\$105.67	\$108.84	\$112.11	\$115.47	\$118.93	\$122.50
595-28	Social Services Subject Matter Expert I	\$63.61	\$65.52	\$67.48	\$69.51	\$71.59	\$73.74
595-28	Work-Family Specialist, Senior	\$54.56	\$56.20	\$57.88	\$59.62	\$61.41	\$63.25
595-28	Work-Family Specialist, Mid-Level	\$47.95	\$49.39	\$50.87	\$52.40	\$53.97	\$55.59
595-28	Work-Family Specialist, Junior	\$38.52	\$39.68	\$40.87	\$42.09	\$43.35	\$44.66
595-28	Counselor, Senior	\$50.77	\$52.29	\$53.86	\$55.48	\$57.14	\$58.86
595-28	Counselor, Mid-Level	\$47.95	\$49.39	\$50.87	\$52.40	\$53.97	\$55.59
595-28	Counselor, Junior	\$37.86	\$39.00	\$40.17	\$41.37	\$42.61	\$43.89
595-28	Social Services Program Analyst, Senior	\$122.62	\$126.30	\$130.09	\$133.99	\$138.01	\$142.15
595-28	Social Services Program Analyst, Junior	\$53.09	\$54.68	\$56.32	\$58.01	\$59.75	\$61.55
595-28	Social Services Learning Specialist, Senior	\$58.36	\$60.11	\$61.91	\$63.77	\$65.68	\$67.66
595-28	Social Services Learning Specialist, Junior	\$37.86	\$39.00	\$40.17	\$41.37	\$42.61	\$43.89
595-28	Social Services Strategic Com. Spec, Senior	\$71.25	\$73.39	\$75.59	\$77.86	\$80.19	\$82.60
595-28	Social Services Strategic Com. Spec, Junior	\$49.45	\$50.93	\$52.46	\$54.04	\$55.66	\$57.33
595-28	Medical Care Coordinator III	\$52.06	\$53.62	\$55.23	\$56.89	\$58.59	\$60.35
595-28	Medical Care Coordinator II	\$46.73	\$48.13	\$49.58	\$51.06	\$52.60	\$54.17
595-28	Medical Care Coordinator I	\$42.38	\$43.65	\$44.96	\$46.31	\$47.70	\$49.13

GSA Contractor-Site Government Rates

GSA CONTRATOR-SITE GOVERNMENT RATES							
SIN	LABOR CATEGORY	2013 RATE	2014 RATE	2015 RATE	2016 RATE	2017 RATE	2018 RATE
595-28	Social Services Program Manager	\$153.85	\$158.47	\$163.22	\$168.12	\$173.16	\$178.35
595-28	Social Services Project Manager	\$93.07	\$95.86	\$98.74	\$101.70	\$104.75	\$107.89
595-28	Social Services Subject Matter Expert II	\$121.52	\$125.17	\$128.92	\$132.79	\$136.77	\$140.87
595-28	Social Services Subject Matter Expert I	\$73.15	\$75.34	\$77.60	\$79.93	\$82.33	\$84.80
595-28	Work-Family Specialist, Senior	\$62.75	\$64.63	\$66.57	\$68.57	\$70.63	\$72.74
595-28	Work-Family Specialist, Mid-Level	\$55.14	\$56.79	\$58.50	\$60.25	\$62.06	\$63.92
595-28	Work-Family Specialist, Junior	\$44.29	\$45.62	\$46.99	\$48.40	\$49.85	\$51.34
595-28	Counselor, Senior	\$58.39	\$60.14	\$61.95	\$63.80	\$65.72	\$67.69
595-28	Counselor, Mid-Level	\$55.14	\$56.79	\$58.50	\$60.25	\$62.06	\$63.92
595-28	Counselor, Junior	\$43.54	\$44.85	\$46.19	\$47.58	\$49.00	\$50.47
595-28	Social Services Program Analyst, Senior	\$141.01	\$145.24	\$149.60	\$154.09	\$158.71	\$163.47
595-28	Social Services Program Analyst, Junior	\$61.05	\$62.88	\$64.77	\$66.71	\$68.71	\$70.77
595-28	Social Services Learning Specialist, Senior	\$67.11	\$69.12	\$71.20	\$73.33	\$75.53	\$77.80
595-28	Social Services Learning Specialist, Junior	\$43.54	\$44.85	\$46.19	\$47.58	\$49.00	\$50.47
595-28	Social Services Strategic Com. Spec, Senior	\$81.94	\$84.40	\$86.93	\$89.54	\$92.22	\$94.99
595-28	Social Services Strategic Com. Spec, Junior	\$56.87	\$58.58	\$60.33	\$62.14	\$64.01	\$65.93
595-28	Medical Care Coordinator III	\$59.87	\$61.67	\$63.52	\$65.42	\$67.38	\$69.41
595-28	Medical Care Coordinator II	\$53.74	\$55.35	\$57.01	\$58.72	\$60.48	\$62.30
595-28	Medical Care Coordinator I	\$48.73	\$50.19	\$51.70	\$53.25	\$54.85	\$56.49

Labor Categories

SIN 595-28 Social Services, Professional Counseling, Veterans' Readjustment & Behavioral Health

LABOR CATEGORY DESCRIPTIONS

SOCIAL SERVICES PROGRAM MANAGER

MINIMUM/ GENERAL EXPERIENCE: 15 years' experience project management related to business processes or human resource management; social service program administration/ management; personnel management/ staff supervision; 5 years' experience with program design, development, implementation, and evaluation. Effective management approach for a human services setting; Excellent oral/ written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications.

FUNCTIONAL RESPONSIBILITIES: Responsible for program performance with respect to deliverables, technical and qualitative standards, contract management, and financial administration and other resources necessary to meet a specific goal or objective; Manages and supervises contract performance, contract compliance and staffing and training; Responsible for the administration of multiple programs/contracts with respect to negotiations, monitoring of budgets and funding, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Submits monthly/quarterly reports; Anticipates problems and develops solutions to ensure tasks and overall project is completed on schedule. Manages team of professionals and technical assistants in providing a wide range of HR programs and services; Organizes and assigns task, oversees successful completion of all assignments. Provides leadership to project teams, ensuring conformance to performance requirements and assists in overall direction to all project level activities and personnel. Establishes effective employee hiring and performance management processes.

MINIMUM EDUCATION: Requires a Bachelor's Degree in social science, public policy, human resources, management or other related disciplines. Master's degree preferred.

SOCIAL SERVICES PROJECT MANAGER

MINIMUM/ GENERAL EXPERIENCE: 10 years' experience project management related to business processes or human resource management; social service program administration/ management; personnel management/ staff supervision; 5 years' experience with program design, development, implementation, and evaluation. Effective management approach for a human services setting; Excellent oral/ written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications.

FUNCTIONAL RESPONSIBILITIES: Responsible for project performance with respect to deliverables, technical and qualitative standards, contract management, and financial administration and other resources necessary to meet a specific goal or objective; Manages and supervises contract performance, contract compliance and staffing and training; Responsible for the administration of multiple programs/contracts with respect to negotiations, monitoring of budgets and funding, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Submits

monthly/quarterly reports; Anticipates problems and develops solutions to ensure tasks and overall project is completed on schedule. Manages team of professionals and technical assistants in providing a wide range of HR programs and services; Organizes and assigns task, oversees successful completion of all assignments. Provides leadership to project teams, ensuring conformance to performance requirements and assists in overall direction to all project level activities and personnel. Establishes effective employee hiring and performance management processes.

MINIMUM EDUCATION: Requires a Bachelor's Degree in social science, public policy, human resources, management or other related disciplines. Master's degree preferred.

SOCIAL SERVICES SUBJECT MATTER EXPERT II

MINIMUM/GENERAL EXPERIENCE: At least 15 years of experience in the management of projects designing/implementing organizational transformation by applying the principles of change management and organizational development, including the management of projects designing/implementing organizational transformation by applying the principles of change management and organizational development. Managed projects addressing the need for culture change, process improvements, individual and organizational assessments, including performance measurement, and/or leadership and employee assessment and training/development. Nationally or internationally recognized experience in at least one of these areas.

FUNCTIONAL RESPONSIBILITY: Leads large and/or complex project teams and provides services in one or more relevant service areas, including: consulting services, human resource services, social services, and program integration and project management services. Expert in the use of relevant analytical, methodological, and management tools needed to organize, perform and deliver the human resources and/or social services being provided. Serves as a consultant to executive management and senior program leadership; Responsible for developing and directing others in the planning and delivering of the relevant set of functional and management services; Assures new concepts are developed and implemented; Develops solutions to unusually complex problems which impact organization objectives. Expert in the use of relevant analytical, methodological, and management tools needed to organize, perform, and deliver the services being provided including human resources and social services. Establishes project expectations and requirements with the customer including clear and achievable objectives; manages project budget to tasks and deliverables; oversees and coordinates projects including balancing the competing demands of quality, scope, time and cost; adapting the project plans and approach to differing stakeholder concerns; monitoring quality assurance and professionalism of staff; and evaluating effectiveness of the program and personnel. Supports and advises the Project Manager; implements directives and monitors staff performance. Works in collaboration with Project Manager and client to establish project expectations and requirements, manages project budget to tasks and deliverables, and evaluates effectiveness of the program and personnel.

MINIMUM EDUCATION: Master's Degree or equivalent combination of education and experience in social science, public policy, or related disciplines. Ph D in psychology, public administration and/or licensed attorney or equivalent preferred.

SOCIAL SERVICES SUBJECT MATTER EXPERT I

MINIMUM/GENERAL EXPERIENCE: At least 10 years of experience in the management of projects designing/implementing organizational transformation by applying the principles of change management and organizational development, including the management of projects designing/implementing organizational transformation by applying the principles of change management and organizational development. Managed projects addressing the need for culture change, process improvements, individual and organizational assessments, including performance measurement, and/or leadership and employee assessment and training/development. Nationally or internationally recognized experience in at least one of these areas.

FUNCTIONAL RESPONSIBILITY: Leads large and/or complex project teams and provides services in one or more relevant service areas, including: consulting services, human resource services, social services, and program integration and project management services. Expert in the use of relevant analytical, methodological, and management tools needed to organize, perform and deliver the human resources and/or social services being provided. Serves as a consultant to executive management and senior program leadership; Responsible for developing and directing others in the planning and delivering of the relevant set of functional and management services; Assures new concepts are developed and implemented; Develops solutions to unusually complex problems which impact organization objectives. Expert in the use of relevant analytical, methodological, and management tools needed to organize, perform, and deliver the services being provided including human resources and social services. Establishes project expectations and requirements with the customer including clear and achievable objectives; manages project budget to tasks and deliverables; oversees and coordinates projects including balancing the competing demands of quality, scope, time and cost; adapting the project plans and approach to differing stakeholder concerns; monitoring quality assurance and professionalism of staff; and evaluating effectiveness of the program and personnel. Supports and advises the Project Manager; implements directives and monitors staff performance. Works in collaboration with Project Manager and client to establish project expectations and requirements, manages project budget to tasks and deliverables, and evaluates effectiveness of the program and personnel.

MINIMUM EDUCATION: Master's Degree or equivalent combination of education and experience in social science, public policy, or related disciplines. Ph D in psychology, public administration and/or licensed attorney or equivalent preferred.

WORK FAMILY SPECIALIST, SENIOR

MINIMUM/ GENERAL EXPERIENCE: Seven years' experience in training development and delivery, public speaking, group presentation and facilitation skills, preferably in an adult education, medical or non-medical setting; two years' experience supervising or overseeing the delivery of social services and/or education programs, systems and services. Skilled in providing group facilitation and knowledge of group dynamics; Knowledge of the tenets of adult education and the development of training curricula based on the adult learning model; Ability to manage multiple priorities; Ability to use verbal and written communication skills effectively; Knowledge of the formulation and execution of needs assessment tools; Ability to conduct program evaluations and use that evaluation to improve program effectiveness; Knowledge of Microsoft Office Suite software and demonstrated ability to use software to prepare management reports and provide information.

FUNCTIONAL RESPONSIBILITIES: Designs and develops work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides curriculum development, training, and program oversight services for the delivery of psycho-educational programs; Develops approaches based on needs identified through program evaluation, needs assessment feedback, and survey data; Has a wide degree of creativity and latitude in leading the work of others.

MINIMUM EDUCATION: Bachelor's degree in education, human/social services or related field OR Four years' experience providing social services, behavioral health or adult training.

WORK-FAMILY SPECIALIST, MID-LEVEL

MINIMUM/ GENERAL EXPERIENCE: Three years' experience in training development and delivery, public speaking, group presentation and facilitation skills, preferably in an adult education, medical or non-medical setting; Two years' experience supervising or overseeing the delivery of social services and/or education programs, systems and services. Skilled in providing group facilitation and knowledge of group dynamics; Knowledge of the tenets of adult education and the development of training curricula based on the adult learning model; Ability to manage multiple priorities; Ability to use verbal and written communication skills effectively; Knowledge of the formulation and execution of needs assessment tools; Ability to conduct program evaluations and use that evaluation to improve program effectiveness; Knowledge of Microsoft Office Suite software and demonstrated ability to use software to prepare management reports and provide information.

FUNCTIONAL RESPONSIBILITIES: Designs and develops work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides curriculum development, training, and program oversight services for the delivery of psycho-educational programs; Develops approaches based on needs identified through program evaluation, needs assessment feedback, and survey data; Has a wide degree of creativity and latitude in leading the work of others.

MINIMUM EDUCATION: Bachelor's degree in education, human/social services or related field OR Four years' experience providing social services, behavioral health or adult training.

WORK-FAMILY SPECIALIST, JUNIOR

MINIMUM/ GENERAL EXPERIENCE: Two years' experience providing adult education and/or employee assistance program services; Knowledge of the development and execution of needs assessment tools; Skilled in providing one-on-one consultation; Skilled in making presentations and facilitating training for large and small groups.

FUNCTIONAL RESPONSIBILITIES: Provides work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides one-on-one consultation, information and referral, psycho-educational presentations, workshops, and seminars on the full range of human-resources employee assistance and related social service programs.

MINIMUM EDUCATION: Associate's degree in social, behavioral or education OR two years' experience.

COUNSELOR, SENIOR

MINIMUM/ GENERAL EXPERIENCE: Six years, including at least 2,000 hours, of full-time post-licensure clinical experience. Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and appropriate programs.

FUNCTIONAL RESPONSIBILITIES: Provides direct services on a wide scale to clients including appropriate psychological evaluation to clients referred for services, including telephonic and in-person psychosocial assessments, clinical case management, referrals and short term consultations, confidential assessment; short-term counseling; referral; and follow-up services to employees who have personal and/or work-related problems that affect attendance, work performance, and/or conduct. Provides EAP orientation and training to employees and supervisors, communicates with managers and HR personnel, and prepares confidential maintain records and reports. Assists in the design and development of new and innovated programs and treatments; providing educational and training opportunities to enhance individual functioning and provide critical incident management and response. Follows ethical and profession guidelines as specific by statutes and professional organizational standards; Adheres to recognized counseling and assessment techniques. Designs and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations, and crisis intervention assistance; Familiar with a wide variety of industry concepts, practices and procedures; Implements and monitors standards and protocols for clinical care; Adheres to recognized counseling techniques in the profession. Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; A wide degree of creativity and latitude is expected in leading the work of others.

MINIMUM EDUCATION & REQUIRED/SUPPLEMENTAL CERTIFICATIONS: Master's degree in behavioral sciences or psychology and active clinical license/ state professional license at the independent practice level. Preferred Master's Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, or Master's Degree in Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or a Master's Degree in Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program or Doctoral degree in Psychology from a program accredited by the APA; Required currency of continuing education to maintain license. Counselors who provide EAP services will be certified by ICISF.

COUNSELOR, MID-LEVEL

MINIMUM/ GENERAL EXPERIENCE: Four years' experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical). 1,500 hours of full-time post-licensure clinical experience, preferred. Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and appropriate programs.

FUNCTIONAL RESPONSIBILITIES: Develops and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations and crisis intervention assistance; Provides direct services to clients referred for services. Follows ethical and professional guidelines as specified by state statutes; Adheres to recognized counseling techniques in the profession; Provides direct services on a wide scale, including telephonic and in-person psychosocial assessments, clinical case management, referrals and short term consultations. Provides educational and training opportunities to enhance individual functioning; May at times provide critical incident management and response. Familiar with a variety of the industry's concepts, practices and procedures; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; May report directly to an executive or head of a unit/department; A wide degree of creativity and latitude is expected in leading the work of others.

MINIMUM EDUCATION & REQUIRED/SUPPLEMENTAL CERTIFICATIONS: Bachelor's degree in behavioral or social sciences, education. Preferred Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program. Appropriate current state licensure required. Require maintenance of continuing education units for license currency. Counselors who provide EAP services will be certified by ICISF.

COUNSELOR, JUNIOR

MINIMUM/ GENERAL EXPERIENCE: Two years' experience in Behavioral Health and Clinical Counseling setting (medical and/or non-medical). 1,000 hours of full-time post-licensure clinical experience, preferred. Skilled in making clinical assessments, providing ongoing counseling, applying analytical and evaluative methods and techniques in developing new procedures and approaches; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; excellent oral and written communication, experience with Microsoft Office Suite software and other appropriate programs.

FUNCTIONAL RESPONSIBILITIES: Provides therapeutic, clinical counseling and emergency and/or crisis counseling services for individual employees and eligible dependents. Develops and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations and crisis intervention assistance. Familiar with a variety of the industry's concepts, practices and procedures; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; Organizes and conducts workplace educational services. Completes and retains daily contact log, tracks and reports on utilization of the services.

MINIMUM EDUCATION & REQUIRED/ SUPPLEMENTAL CERTIFICATIONS: Associate's degree in behavioral or social sciences, education. Preferred Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program. Appropriate current state licensure required. Require maintenance of continuing education units for license currency.

SOCIAL SERVICES PROGRAM ANALYST, SENIOR

MINIMUM EXPERIENCE REQUIREMENTS: Five years' experience in social service program administration/ management; Five years of personnel management/ staff supervision; Three years' experience with program design, development, implementation, and evaluation; One year experience with government contracting processes and familiarity with Federal Acquisition Regulations. An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications.

FUNCTIONAL RESPONSIBILITIES: Maintains, evaluates and analyzes data; Designs and implements queries into department or agency-wide databases to extract workforce information; Summarizes data, prepares reports and presentations and verifies accuracy and adequacy of data noting variances.

Plans, conducts and participates in social services program analysis, evaluation, and studies; Provides advice and service to clients and customers in areas of technical expertise; Leads the work of others; Performs quality assurance review on all deliverables.

MINIMUM EDUCATION: Bachelor's degree in Social Work, Education, Psychology, Business, Management or other relevant human services-related field. Master's degree preferred.

SOCIAL SERVICES PROGRAM ANALYST, JUNIOR

MINIMUM EXPERIENCE REQUIREMENTS: Two years' experience in social service program administration/ management; Familiarity with government contracting processes; with an effective approach for human services setting. Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Competence with Microsoft Office Suite software and other appropriate programs; Knowledge of the methodologies used for studies and analyses and knowledge of how to use that information for program improvement; Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Ability to prepare and conduct management briefings to supervisory authority; Ability to respond quickly and professionally to new requirements.

FUNCTIONAL RESPONSIBILITIES: Maintains, evaluates and analyzes data. Designs and implements queries into department or agency-wide databases to extract workforce information; Identifies and determines discrepancies or inconsistencies in database. Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; May prepare and make presentations dealing with project status, program analysis, and/or problems/proposed solutions. Monitors budgets and funding; Submits management reports.

MINIMUM EDUCATION: Associate's degree in Social Work, Education, Psychology, Business or other human services-related field; four years related experience. Bachelor's preferred.

SOCIAL SERVICES LEARNING SPECIALIST, SENIOR

MINIMUM EXPERIENCE REQUIREMENTS: Four years' knowledge and experience in curriculum development use of materials and equipment and implementation of state and federal programs and procedures. Four years' experience facilitating human services training and professional development; Two years personnel management/ staff supervision in training services/adult education. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills.

FUNCTIONAL RESPONSIBILITIES: Plans and conducts social services-related training programs and conferences and makes recommendations. Orders or authorizes purchase of instructional materials, supplies, equipment and visual aids designed to meet client needs. Research and evaluate, confer with management and conducts surveys to identify training needs based on projected production processes, changes and other factors. Individual will continue professional development in area of expertise by reading current journals, books and magazine articles.; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for training products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content.

MINIMUM EDUCATION: Master's Degree in Counseling, Social/Human Services, Education and/or Bachelor's Degree and relevant experience.

SOCIAL SERVICES LEARNING SPECIALIST, JUNIOR

MINIMUM EXPERIENCE REQUIREMENTS: Three years' experience of curriculum development experience; Two years' experience facilitating human services training and professional development.

Qualifications: Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills.

FUNCTIONAL RESPONSIBILITIES: Designs and conducts social services-related training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Performs initial quality assurance for training products; Executes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content. Reviews existing or develops new business plans and assesses the agency's plans for the effective integration of its human capital resources with current and projected requirements. Operates independently and is an effective communicator, both orally and written, with senior agency management. Prepares training programs, responds to assigned agency requirements, and directs the efforts of related training staff. Designs and implements organizational structures

MINIMUM EDUCATION: Bachelor's Degree in Counseling, Social/Human Services, Adult Education or related field and/or Associate's Degree and relevant experience.

SOCIAL SERVICES STRATEGIC COMMUNICATIONS SPECIALIST, SENIOR

MINIMUM EXPERIENCE REQUIREMENTS: Five years' experience of communication planning and product development experience. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills.

FUNCTIONAL RESPONSIBILITIES: Researches, designs and develops social services communications strategies and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Develops communications products and outreach approaches; Coordinates production schedules; Conducts evaluation and effectiveness analyses; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for communication products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific communication content and authors, prepares and/or submits communication materials through appropriate communications channels for publication.

MINIMUM EDUCATION: Bachelor's Degree in Communications, Marketing, Business or related field; and/or four years of relevant experience.

SOCIAL SERVICES STRATEGIC COMMUNICATIONS SPECIALIST, JUNIOR

MINIMUM EXPERIENCE REQUIREMENTS: Two years' experience of communication planning and product development experience. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to adhere to project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills.

FUNCTIONAL RESPONSIBILITIES: Assists in the research, design and coordinates the development of social services communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Drafts communications products and outreach approaches; Executes production schedules; Supports the conduct of evaluation and effectiveness analyses; Performs initial quality assurance for communication products; Executes project milestones and develops corrective strategies as needed; Researches and develops subject-specific content; Authors, prepares and/or submits communication materials through appropriate communications channels for publication.

MINIMUM EDUCATION: Associate's Degree in Communications, Marketing, Business or related field; and/or two years of relevant experience.

MEDICAL CARE COORDINATOR III

MINIMUM EXPERIENCE REQUIREMENTS: Five years' experience in administration and/or office management with demonstrated experience providing administrative support in a medical/ health care setting; or human resources, to a medical or other social services setting. Excellent facility with computer and office automation software; excellent customer service skills; ability to communicate orally and in writing; complete understanding of the terms and acronyms associated with the delivery of medical/ behavioral services.

FUNCTIONAL RESPONSIBILITIES: This position requires experience and capabilities supporting project teams. Capable of working without supervision to provide support for the medical team, including providers, and other health care professionals: typing, copying, and scheduling of meetings and similar related activities. Microsoft Office Word, Excel and PowerPoint proficient, with exceptional phone skills. Uses word processing software to develop correspondence and formal documentation; Prepares routine material, perform input, filing, copying and other clerical tasks related to medical records. Work to ensure safety, best practices, and high quality standards are maintained for the patient across the health care continuum. Clinical competency; Understand the terms and acronyms associated with the delivery of medical/ behavioral services; Respect for the confidentiality of information being gathered. Experienced with electronic medical records and/or computerized billing systems.

MINIMUM EDUCATION: Bachelor's Degree in medical or health care administration, social science, or related disciplines; or completion of an approved Medical Assistant or Emergency Medical Technician Program.

MEDICAL CARE COORDINATOR II

MINIMUM EXPERIENCE REQUIREMENTS: Two years' demonstrated experience providing administrative support preferably in medical/ health care or social services office or in human resources. Have excellent facility of computer and office automation software, customer service skills, and the ability to communicate orally and in writing.

FUNCTIONAL RESPONSIBILITIES: Key liaison between patient and the medical team, including providers, and other health care professionals; provide support and other administrative duties as needed. Will work with minimal supervision; problem solves for all customer related problems; assist in coordinating patient care from an administrative perspective. Prepare correspondence and formal documentation; uses word processing software, database and spreadsheet software. Prepare routine material, performs input, filing, copying and other clerical tasks for the maintenance of patient records. May answer phones and distribute mail/ materials and other clerical/ administrative duties.

Clinical competency; Understand the terms and acronyms associated with the delivery of medical/ behavioral services and respect the confidentiality of information being gathered. Experienced with electronic medical records and/or computerized billing systems.

MINIMUM EDUCATION: Associates Degree in medical or health care administration, social science, or other approved discipline.

MEDICAL CARE COORDINATOR I

MINIMUM EXPERIENCE REQUIREMENTS: Demonstrated experience providing administrative support preferably in medical/ health care or social services office or in human resources. Have excellent facility of computer and office automation software, customer service skills, and the ability to communicate orally and in writing.

FUNCTIONAL RESPONSIBILITIES: Liaison between patient and the medical team, including providers, and other health care professionals; provide support and other administrative duties as needed. Problem solves for all customer related problems; assist in coordinating patient care from an administrative perspective. Prepare correspondence and formal documentation; uses word processing software, database and spreadsheet software. Prepare routine material, performs input, filing, copying and other clerical tasks for the maintenance of patient records. May answer phones and distribute mail/ materials and other clerical/ administrative duties. Clinical competency; Understand the terms and acronyms associated with the delivery of medical/ behavioral services and respect the confidentiality of information being gathered. Experienced with electronic medical records and/or computerized billing systems.

MINIMUM EDUCATION: Some college preferred, High School diploma/GED required.